

## Do you know your consumer rights?

- 1 You buy a new CD for your daughter's birthday present. When she opens it, the disc is by a different group. The shop has run out of the one you want and says you can have a credit note permitting you to buy goods in the shop to the same value but not a refund. They are right.

TRUE OR FALSE ?
- 2 You buy a casserole dish in a sale. It is labelled 'seconds' and is half of the original price. The first time you put it in the oven it falls to pieces. You cannot ask for your money back because you knew it was imperfect when you bought it.

TRUE OR FALSE ?
- 3 You buy a new kettle. When you get it home, you wish you'd bought a cordless one instead. You try to change it but the shop refuses. The shop is within its rights.

TRUE OR FALSE ?
- 4 You cannot get a refund on faulty goods if you have not got the receipt.

TRUE OR FALSE ?
- 5 You order and pay for a new swimming costume which you tell the mail order firm you want for your holiday in five weeks' time. It has not arrived by then. You can cancel your order and get your money back.

TRUE OR FALSE ?
- 6 You book a table for four at a restaurant but decide you'd rather stay at home. You don't bother to tell the restaurant, which then takes you to court for the profit on four meals. It is entitled to do this.

TRUE OR FALSE ?
- 7 You buy a present for your aunt, who discovers it is faulty. She is entitled to compensation if she takes it back to the shop where you bought it.

TRUE OR FALSE ?
- 8 You need a new bed and want to pay on credit. The shop refuses you a loan and will not tell you why. It is within its rights.

TRUE OR FALSE ?